

**Meeting New Horizons
Healthwatch North Lincolnshire
Patient Experience Officer
Job Description**

Job Title:	Healthwatch Patient Experience Officer (Maternity Cover)
Responsible to:	Healthwatch Manager
Based at:	Normanby Gateway, Lysaghts Way, Scunthorpe
Hours:	32 hours per week. Part time hours may be considered for the right candidate.
Duration:	up to 12 months to cover maternity.
Start Date:	As soon as possible
Salary:	£18,000- £20,000 pa – depending on experience

Overall Objective:

The overall objectives of the post is to ensure the effective implementation and delivery of a patient experience gathering and information giving function. The post holder will work closely with the Healthwatch Manager to support the collection of patient experience, evidence and research that enables Healthwatch to effectively represent the patient and public voice and contribute towards the implementation of improvements to local services.

Scope:

Healthwatch North Lincolnshire was established in April 2013 to become the new consumer champion for local health and social care services. Each Local Authority area in England has its own Healthwatch organisation and Healthwatch North Lincolnshire is the consumer voice on health and social care issues for the population of North Lincolnshire. Meeting New Horizons (MNH) has been awarded the contract to deliver Healthwatch in North Lincolnshire

Specific Duties and Responsibilities:

Patient Experience Collection:

- To devise an approach towards ensuring optimum collection of patient experience feedback on health and social care services in North Lincolnshire.
- To work with the Engagement & Communications Officer to identify engagement

opportunities to best gather wide ranging and representative patient experience feedback.

- To work with the Volunteer Coordinator to train, support and supervise volunteers to participate in the collection of patient experiences.
- To lead on the design and delivery of both generic and targeted research engagement, including the developing of surveys, interviews and focus groups.
- To maintain robust systems for recording and collating patient experience gathered through all routes.
- To analyse, interpret and present the results of the patient experiences collected, and ensure information collected is feeding in to Healthwatch research, investigations and workplan setting.
- To lead on the identification of local trends in experiences of health and social care and also identified gaps in services.
- To work with fellow team members, the external NHS Complaints Advocacy Service and other external partners to ensure the triangulation of all patient feedback mechanisms.
- To represent Healthwatch at specific meetings and networks, with a view to collecting issue specific patient experience information.

Information, Advice & Guidance:

- Proactively respond to identified gaps in service information, and develop and deliver projects that address such gaps, for example the production of guides, literature or information events.
- Lead on initiatives that actively promote patient rights and choices; and helps improve public knowledge of today's care services and routes to access.
- Meet with relevant partners and stakeholders to obtain required information to support in raising awareness to the public of services and how to access them.
- Identify and implement activities that inform and empower patients and the public to self-access the information they require relating to health and social care.
- Design and tailor activities that raise awareness to marginalised groups of how to access information relating to health and care services.
- Lead on initiatives that supports and holds health and social care services to account in the accessibility and ease of understanding of the information and literature they produce.
- Work with the wider team to ensure that information about local services and forthcoming changes is communicated to the public via digital and outreach routes.

Research & Reporting:

- To produce periodic reports about patient experiences gathered and trends identified, and to contribute to Healthwatch quarterly and annual reports.
- Support the Manager with liaison with local service providers to obtain an objective view of current service provision and future plans for development.
- Conduct targeted research in to services and conditions to obtain a broad understanding of issues that are raised.
- Support in the collection of statistical data and background information that will support investigations and research projects.
- Contribute to the production of investigative reports with formal recommendations for submission to service providers and commissioners.

Partnership Development:

- Support in the identification and contact with statutory, voluntary, community sector and user-led groups to encourage participation in Healthwatch activities.
- Attend awareness raising and public interfacing activities, delivering presentations or other appropriate means of communications.
- In attendance of meetings, promote the purpose of Healthwatch and actively identify any issues related to health and social care provision.
- Deputise for the Manager where requested at meetings and public events.

General Duties:

- To ensure that members of your Healthwatch team and wider Meeting New Horizons/Hull CVS are kept adequately informed of your work as appropriate and that information is provided as requested by your line manager.
- To participate in planning and team building activities within MNH/Hull CVS.
- To take part in supervision/appraisal meetings as agreed in line with MNH/Hull CVS policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at MNH/Hull CVS within the framework of the confidentiality policy.
- To work in a self-servicing capacity.
- To adhere to MNH/Hull CVS policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by the MNH/Hull CVS Chief Officer/Deputy Chief Officer.